



Australian Government
Department of Social Services

Data Exchange

Part 1: Introduction to the Data Exchange - Try Test and Learn

May 2018

Using the webinar control panel

Check your sound. This microphone symbol will be red, to show you are 'muted'.

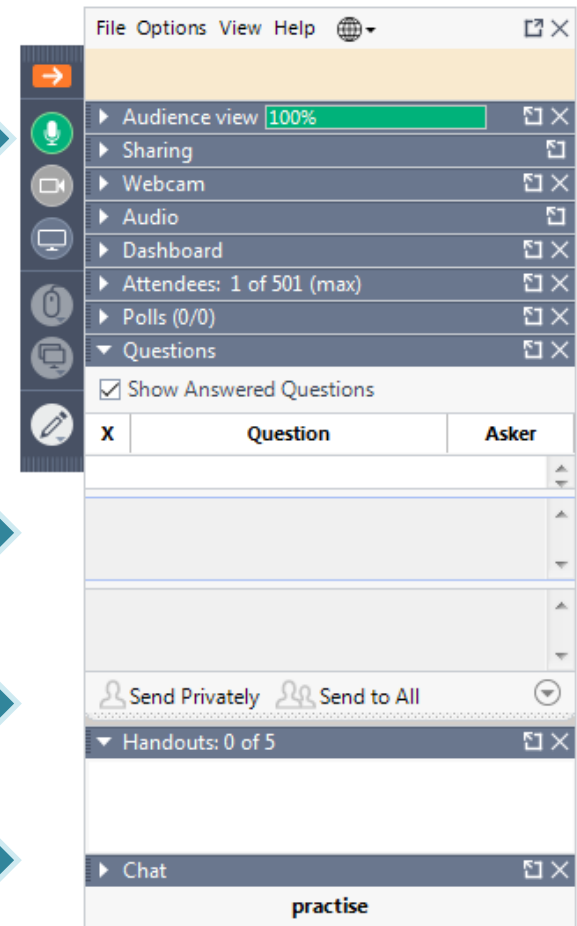
'Muted' means you can't ask questions using your voice.

Clicking on any of the grey ribbons will expand that area

Type in your questions here

If handouts have been provided, you'll find them here

Group chats can be seen here

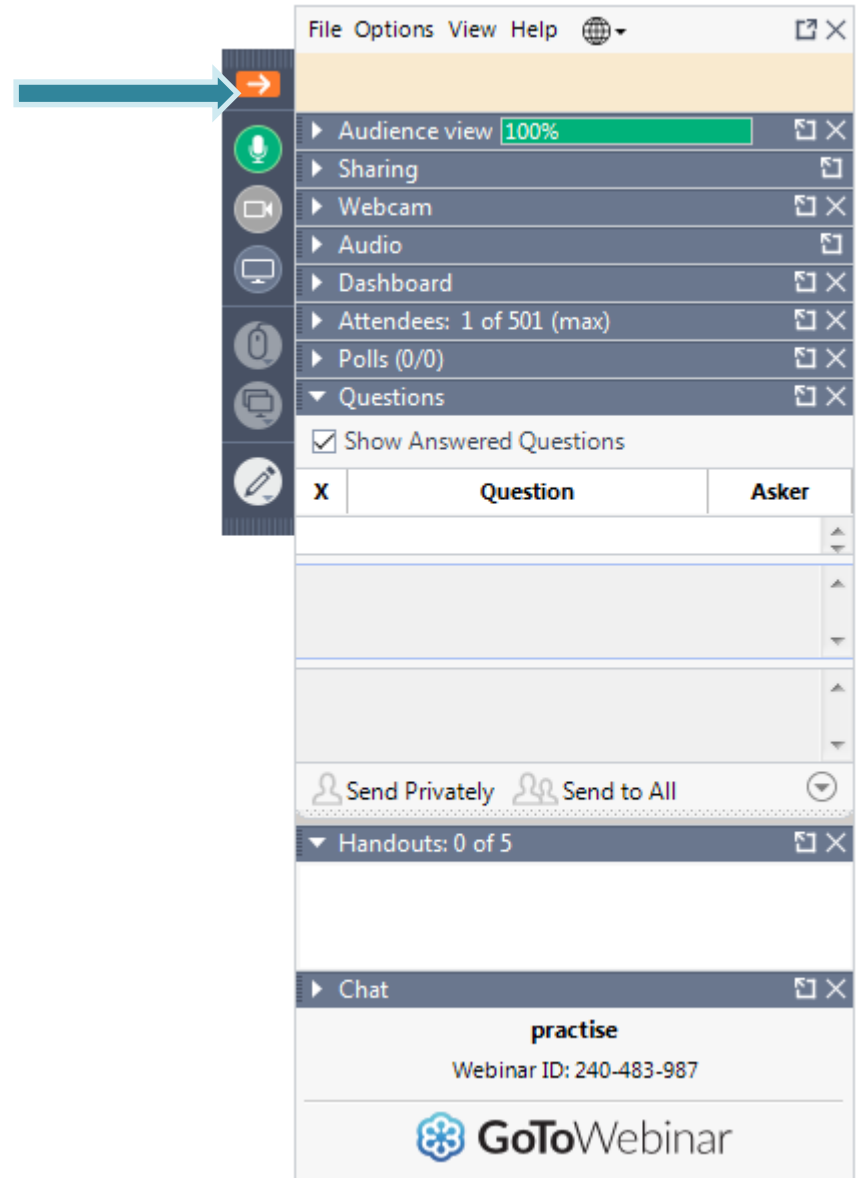


Please ensure your audio is on 'mute' so that no sound is coming from your phone or computer / laptop as this can affect the sound quality during the webinar.

Using the webinar control panel

When it hasn't be used for some time, the control panel will minimise.

To expand, select the orange arrow



Agenda

What is the Data Exchange?

Priority requirements data items

Partnership approach data items

Where to get help



Handouts

- Appendix B for Try, Test and Learn
- Additional guidance for using SCORE with clients
- Case study by Relationships Australia NSW
- Copy of the presentation



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Data Exchange

What is the Data Exchange?

Who uses the Data Exchange?

Families and Children
(July 2014)

Disability and Carers
(July 2015)

**Financial Wellbeing
and Capability**
(July 2015)

Mental Health Services
(July 2015)

CHSP
(November 2015)

**Reconnect, Women's
Safety**
(July 2016)

**Tas. State Gov. DHHS –
Pilot**
(October 2016)

HIPPY
(January 2017)

**Volunteer
Management
Activity**
(January 2018)

**NSW State Gov. - FACS
Pilot**
(February 2018)

**Try, Test and Learn
Activity**
(March 2018)

WA HACC
(July 2018)

Principles of the Data Exchange



Reduce red tape



Shift focus of reporting from strictly *outputs to outcomes*



Work collaboratively with organisations to support innovation in service delivery



Effectively manage program performance

Tranche 1

Young carers	Young students and former students	Young parents
<ul style="list-style-type: none">• Data-driven job opportunities for young carers• Skills for micro-enterprise• Carer Achievement Pathway	<ul style="list-style-type: none">• Rewire the brain• Strengthening students' resilience• Support for VET students• Mentoring to Work• Y4Y Youth Force• My Maintenance Crew• Build and Grow	<ul style="list-style-type: none">• Supporting Expecting and Parenting Teens• Career Readiness for Young Parents• In-school Parent Employment Service• Train and Care

The aim is to obtain new insights into what works to improve the lives of participants from each priority group, either by helping them remain in education or enter the workforce, with the ultimate goal of facilitating them to move beyond the welfare system.

Reporting Periods

1 January ➤ **30 June**
30 day close-off period – ends 30 July

1 July ➤ **31 December**
30 day close-off period – ends 30 January

- Data must be submitted by the end of each 6 monthly period.
- Data can regularly be entered anytime during each 6 monthly period.

For the Try, Test and Learn program you are strongly recommended to enter data monthly

Upload Options

There are 3 simple ways to submit data:

1. System-to-system transfer
2. Bulk XML upload
3. Web-based portal

Technical Specifications
can be found on the
Data Exchange Website

The Data Exchange
Helpdesk can assist
with technical questions
and a staging / test
environment

System enhancements

- In August 2018
- Introduction of optional fields
- Update of SCORE domains
- Easier to record SCORE in the web-based portal



View the System
enhancements
webinar

Contact your IT
vendor / specialist

Download the
technical
specifications

Data Exchange User roles



Organisation
Administrator

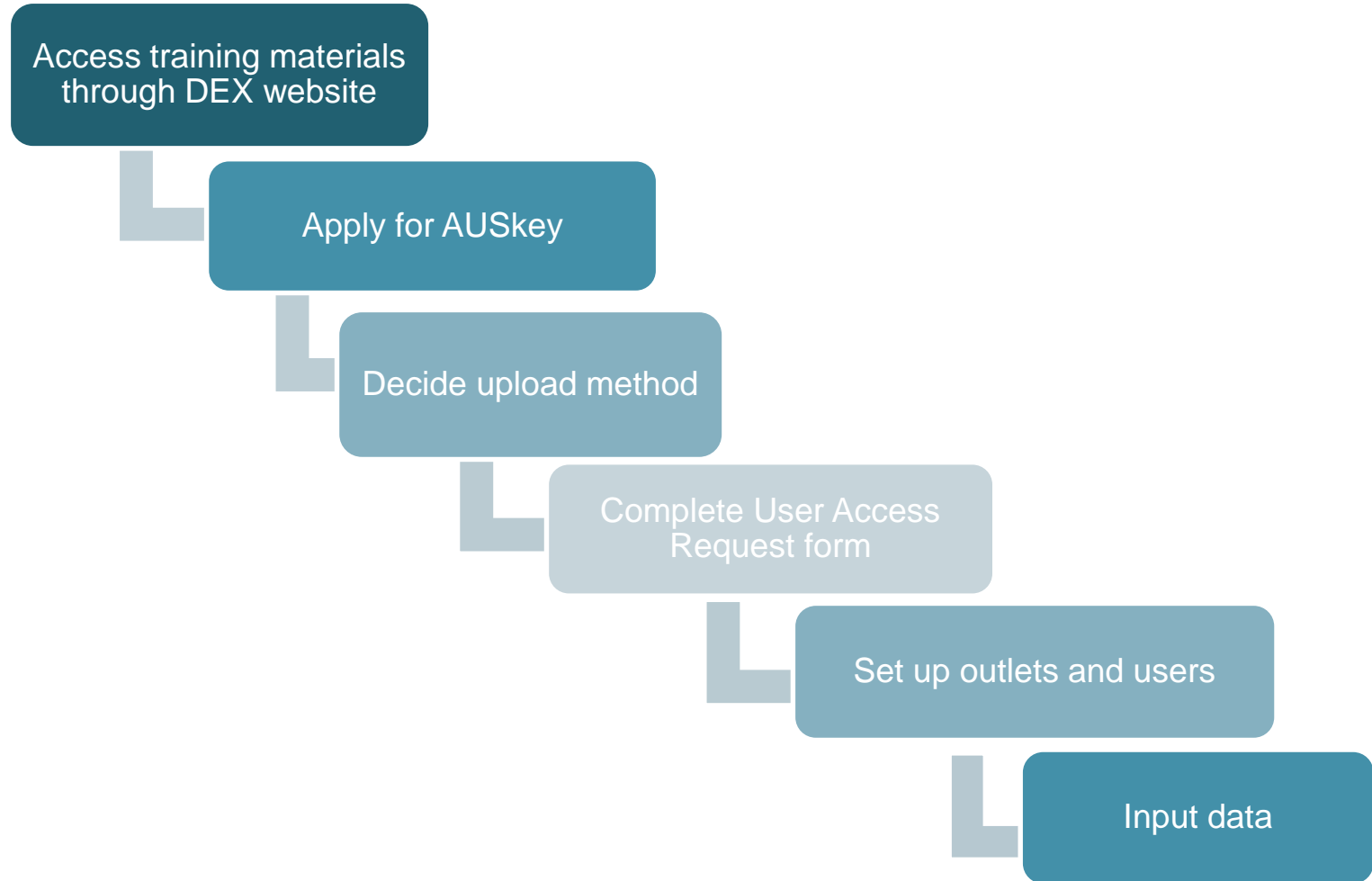


Organisation Editor



Organisation View only

Getting started



Data Exchange web-based portal



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Data Exchange

You are logged in to
Community Care Organisation
[Change organisation](#)

Logout

MyDEX Dashboard

Notifications

Find



Client



Case

Add



Client



Case



Session

My Organisation

- Manage organisation
- Manage users
- Reference data
- Uploaded files



Access MyDEX
reports

GO

Manage organisation screen

Manage organisation

[EDIT ORGANISATION DETAILS](#)

Organisation Details

Preferred organisation name: Sunshine Group

Partnership Approach agreement: No

ABN: 11005906054

Source Organisation ID: 4-13UI4P

Source Organisation name: Community Organisation

Outlets (33)

[ADD OUTLET](#)

Name:	Address:	State:	Program activity:	
<input type="text"/>	<input type="text"/>	<input type="text" value="v"/>	<input type="text" value="v"/>	SEARCH Clear

Edit partnership approach button

Edit organisation details

The preferred organisation name can be the trading name or another commonly known name for your organisation. The preferred name will be displayed throughout the DSS Data Exchange system and will be visible to other users of the system.

All fields marked with an asterisk (*) are required.

Organisation details

Preferred organisation name: *

Partnership Approach agreement: * Yes No

Changing this value will update all program activities and overwrite any existing Partnership Approach agreements.

ABN: 11005906054

Source Organisation ID: 4-13UI4P

Source Organisation name: Community Organisation

[Cancel](#)

SAVE

Selecting the 'Yes' option

Edit organisation details

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[Cancel](#)

SAVE



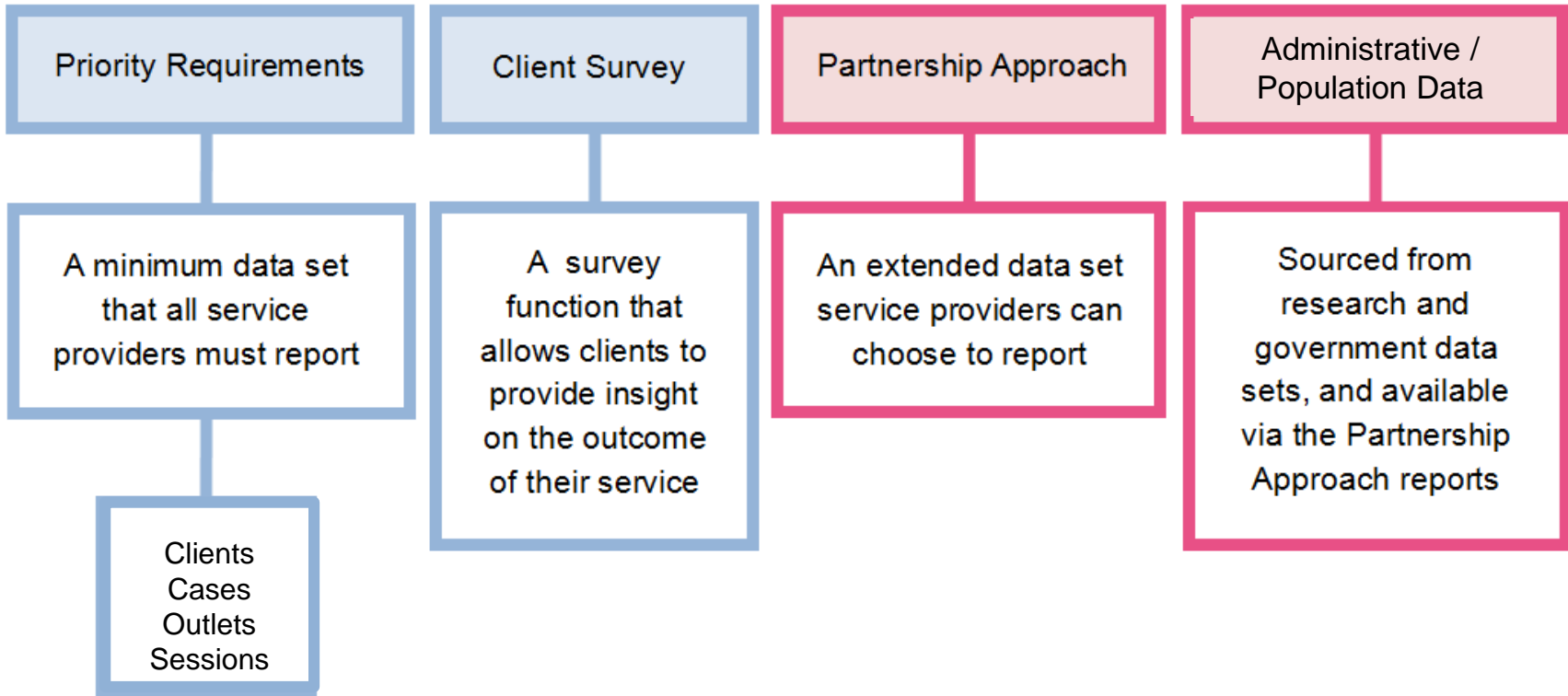


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Priority requirements data items

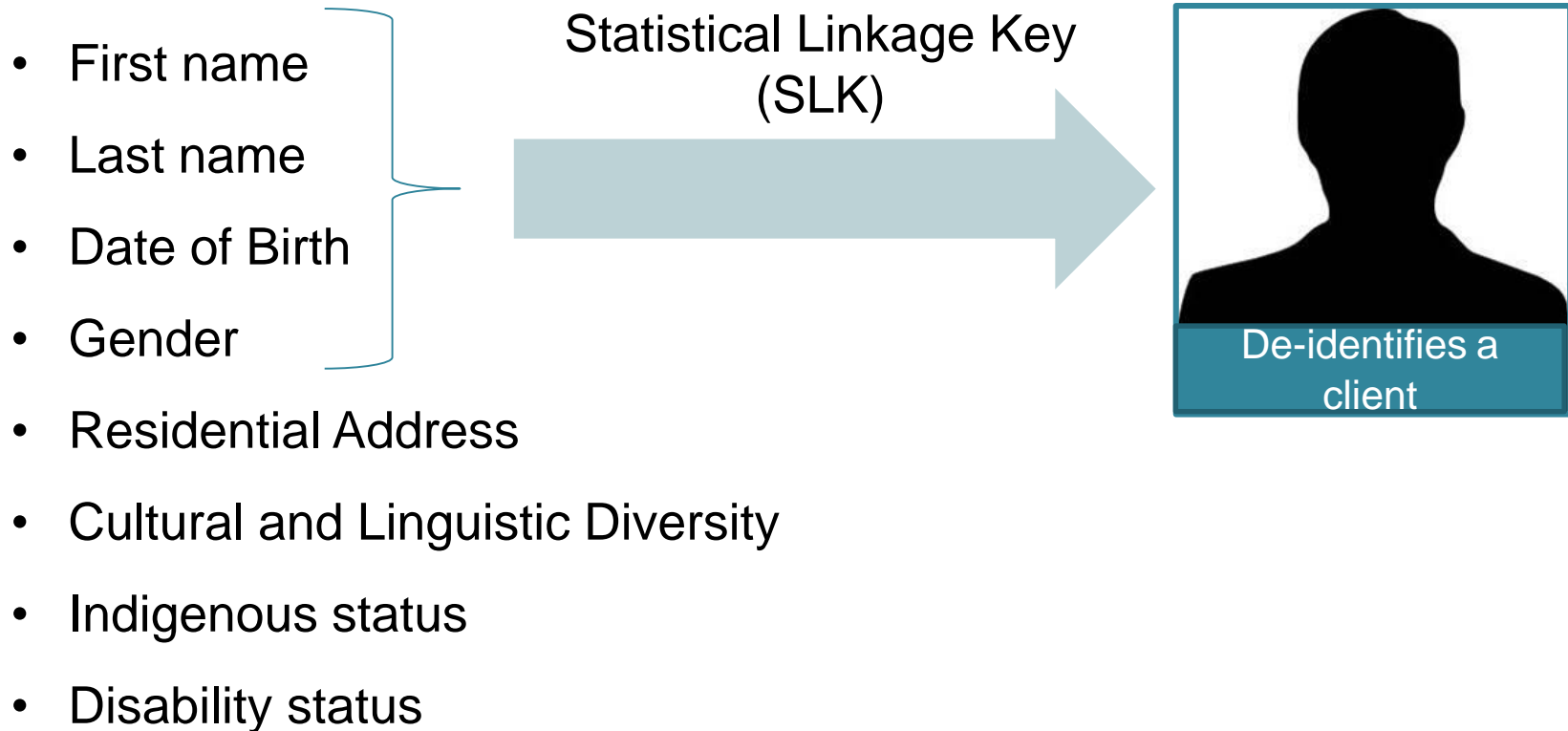
Data Exchange Framework



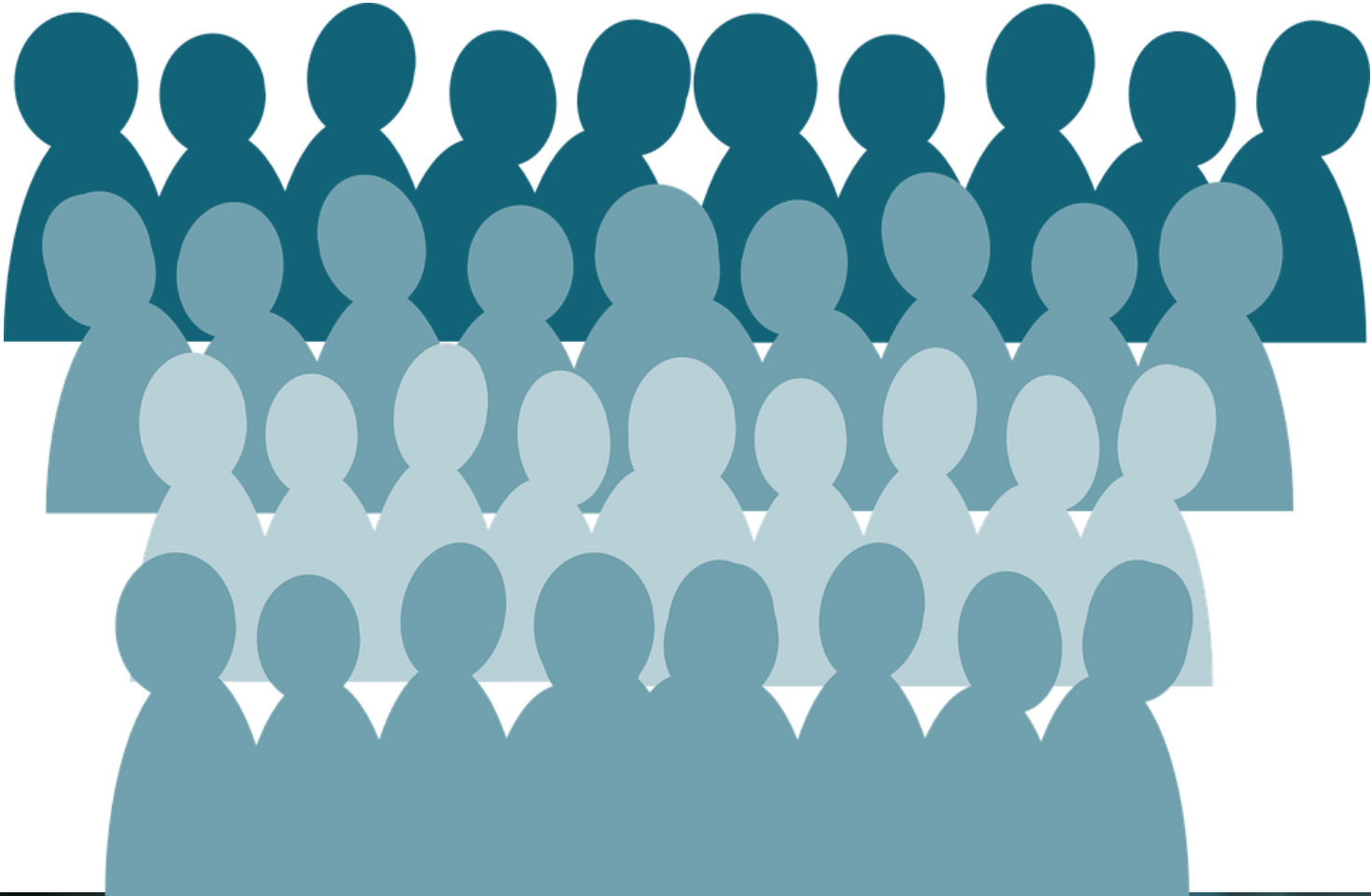
Data Exchange key terms

Data Exchange term	Data Exchange Definition
Case	A case captures one or more instances of service delivery that is expected to lead to a distinct outcome. Contains session and client information.
Session	A session is an individual instance or episode of service, stored within a case.
Service type	Reflects the nature of service delivery in that particular session. Different service types are associated with different funded activities.
Client	Individual who receives a service as part of a funded activity that is expected to lead to a measurable outcome
Support person	Provides support and assistance to a client at a session.

Priority requirements items



Unidentified group clients



Demonstration 1





What is a case?

- A case captures one or more instances of service delivery that is expected to lead to a distinct outcome.
- A case record is only created once for each unique case you wish to create and when used appropriately, can be used over multiple reporting periods.
- Depending on the nature of the service, a case could be linked to an individual, a couple, a family or an unrelated group of individuals.



Demonstration 2



What is a session

- A session is an individual instance or episode of service, stored within a case. A case can include more than one session.
- A session must be recorded within the relevant reporting period for it to display in reports.

A session includes:



**Date session
occurred**



**Clients that
attended**



Service types

Service Types

- Service types differ from program to program
- The portal will only allow you to enter a service type relevant to the program assigned at the case level
- Guidance on service types can be found in **Appendix B**

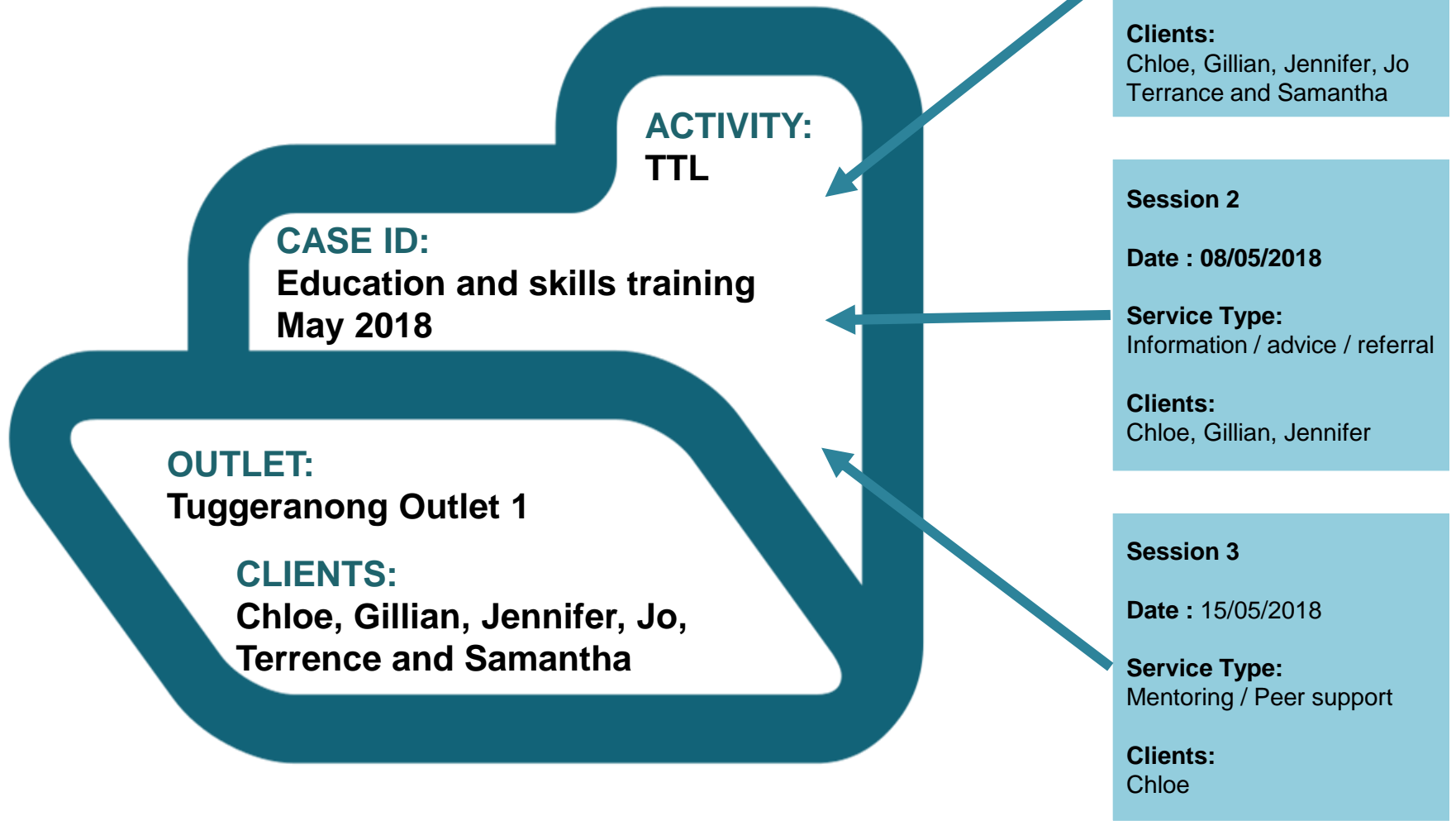
Try, Test and Learn Service Types

- | | |
|--|--|
| <ul style="list-style-type: none">• Advocacy / Support• Behavioural Insights• Carer Support• Education and Skills Training• Facilitate Employment Pathways | <ul style="list-style-type: none">• Family Capacity Building• Health Care Assistance• Information / Advice / Referral• Intake and Assessment• Mentoring / Peer Support |
|--|--|

Demonstration 3



How it all fits together







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Partnership approach data items

The Partnership approach

SCORE

Standard Client Outcomes Reporting

- Circumstances
- Goals
- Satisfaction
- Community

Extended Client demographic detail

- Homeless / Household Information
- Main source of income
- Income frequency
- Approx. Gross Income
- Month / Year of first arrival in Australia
- Visa Type and Ancestry

Client needs and circumstances

- Primary / Secondary reasons for seeking assistance
- Referral Type (Internal or External)
- Referral Purposes

SCORE domains

CIRCUMSTANCES	GOALS	SATISFACTION	COMMUNITY
<ul style="list-style-type: none"> ▪ Age-appropriate development ▪ Community participation & networks ▪ <u>Employment, education & training</u> ▪ Family functioning ▪ Housing ▪ Material wellbeing ▪ Mental health, wellbeing & self-care ▪ Money management ▪ Personal & family safety ▪ Physical health 	<ul style="list-style-type: none"> ▪ <u>Changed behaviours</u> ▪ Changed confidence to make own decisions ▪ Changed engagement with relevant support services ▪ Changed impact of immediate crisis ▪ <u>Changed knowledge & access to information</u> ▪ <u>Changed skills</u> 	<ul style="list-style-type: none"> ▪ I am better able to deal with issues that I sought help with ▪ <u>I am satisfied with the services I have received</u> ▪ The service listened to me & understood my issues 	<ul style="list-style-type: none"> ▪ <u>Community structures & networks to respond to the needs of the targeted clients / communities</u> ▪ Group / community knowledge, skills, behaviours to better address own needs ▪ Organisations knowledge, skills & practices to better respond to the needs of targeted clients / communities

Changes to SCORE domains

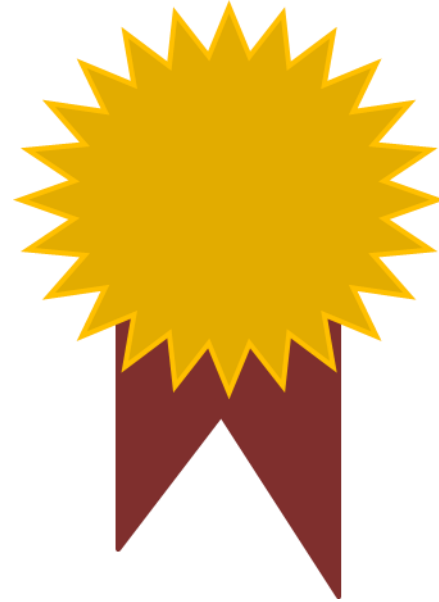
	CURRENT STATUS	PROPOSED CHANGE
Circumstances	Age-appropriate development	Change to description: Not specific to children also to include any aged client
	Employment, education and training	Splitting into two domains: <ul style="list-style-type: none"> • Employment • Education and skills training
	Material wellbeing	Change to name: Material wellbeing and basic necessities
	Money management	Change to name: Financial resilience

Changes to SCORE domains

	CURRENT STATUS	PROPOSED CHANGE
Goals	Changed confidence to make own decisions name change	Change to name: Empowerment, choice and control to make own decisions
Community	Group / community knowledge, skills and behaviours	Change to name: Group / community knowledge, skills, attitudes and behaviours
	Community structures and networks to respond to the needs of targeted clients / communities	Change to name: Community infrastructure and networks
	Proposed new Community domain	New domain: Social Cohesion

How are client outcomes assessed?

- Client
- Practitioner
- Joint assessment
- Clinical evaluation tool



How are client outcomes recorded?

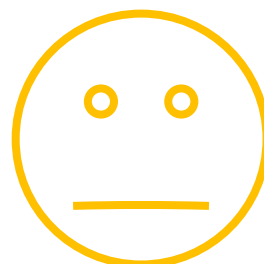
Pre SCORE

Circumstances
1 to 5 rating against relevant domain
e.g. Employment, education and training



Post SCORE

Circumstances
1 to 5 rating against relevant domain
e.g. Employment, education and training



Key points on SCORE

Circumstances
and Goals

Satisfaction
Post SCORE only

Minimum data
set domains

SCORE outcomes are an assessment of where the client is at that point in time

The benefits of outcomes

- Understanding of what does and doesn't work
- Ability to monitor impact of initiatives
- Resource for evaluations
- Clients are achieving intended outcomes

TTL Minimum data set

Organisation level	Partnership approach data
<ul style="list-style-type: none">• Outlet• Client• Case• Session• Service type	<p>Extended demographic data: Main source of income</p> <p>SCORE</p> <p>Circumstances Employment, education & training</p> <p>Goals</p> <ul style="list-style-type: none">• Changed behaviours• Changed knowledge & access to information• Changed skills <p>Satisfaction I am satisfied with the services I have received</p> <p>Community Community structures & networks to respond to the needs of the targeted clients / communities</p>
Priority requirement data	
<ul style="list-style-type: none">• First name• Last name• Date of Birth• Gender• Residential Address• Cultural and Linguistic Diversity (Country of Birth & Main language spoken at home)• Indigenous status• Disability Status	





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Where to get help

Where to get help



Funding arrangement manager

- Data entry issues
- Milestone / KPI concerns



IT vendor / specialist

- Issues or errors with upload
- Review and test



Data Exchange Helpdesk

- Further assistance with technical questions
- Provide staging environment for IT vendor / specialist for testing

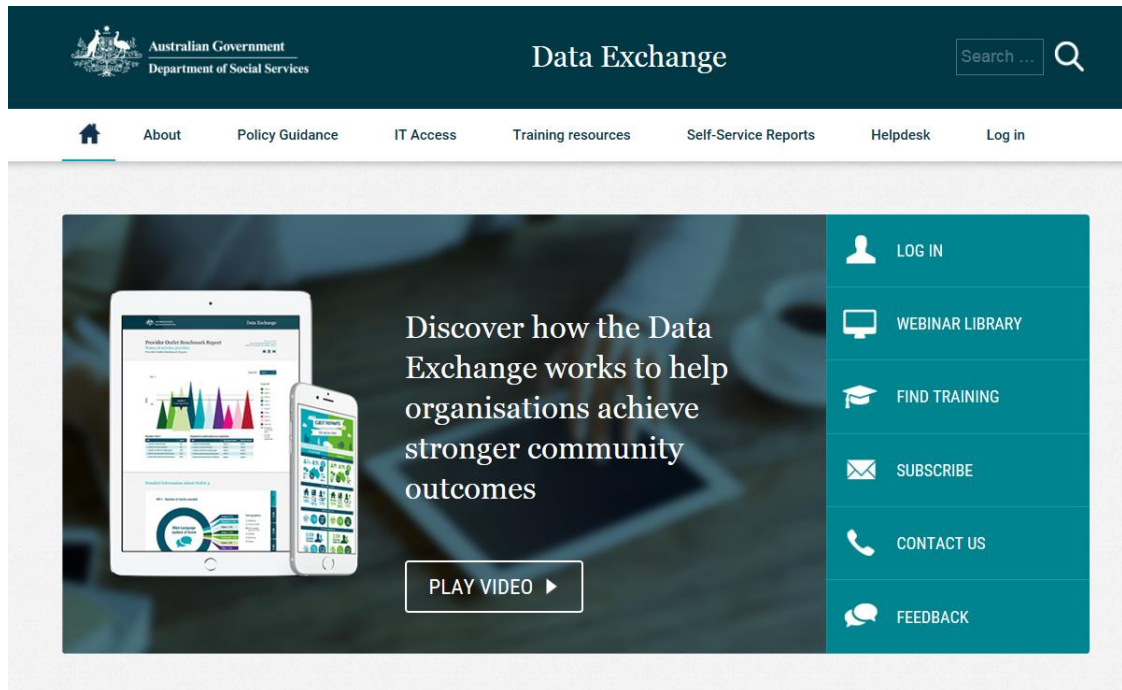


Collect. Report. Evaluate.

Data Exchange website

- Training material and policy support documentation
- Subscribe to receive updates

More information



- Data Exchange website: <https://www.dex.dss.gov.au>
- DEX Helpdesk: 1800 020 283 or dssdataexchange.helpdesk@dss.gov.au
- Subscribe to keep up to date

Questions

The webinar will remain open for questions and answers.

Any further questions can be sent to
dssdataexchange.helpdesk@dss.gov.au

If you would like to exit the webinar, please do – and thank you for your participation.